Position Description

Transition Co-Ordinator, Adult & Older Adult Mental Health Service

Classification:	Registered Nurse, Grade 4, RPN4
Business unit/department:	Adult & Older Adult Mental Health Service (AOAMHS)
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Full-Time
Hours per week:	40 hours with ADO
Reports to:	Nurse Unit Manager, Acute Psychiatry Unit
Direct reports:	Nil
Financial management:	Nil
Date:	December 2025

Position purpose

The primary focus of this role is to maximise continuity of care for consumers transitioning between AOAMHS inpatient and community services. The Transition Coordinator Nurse works within a multidisciplinary framework to maximise recover and promote optimum outcomes for the consumer and their family.

The Transition Coordinator role is focussed on:
- Reducing readmission rates by engaging and enabling AOAMHS services with effective transition plans
- Ensuring effective and timely discharge planning, to maintain bed-flow within the acute inpatient unit.
- Ensuring that clients are receiving care in the most appropriate environment to support treatment and recovery.
- Commence and prioritise discharge planning, in collaboration with the client, their family/carers, and the treatment team, at point of admission.
- Facilitate step-down admissions to Prevention and Recovery Care (PARC) and other relevant community services.
- Overseeing post discharge follow up contacts for acute inpatient clients.
- Working with clients and their family/carers to promote a positive service experience.

Austin Health's Mental Health Division (MHD) provides a comprehensive range of integrated inpatient and community-based services and aims to provide an optimal level of care to meet the needs of mental health consumers in our local communities.

- Adult & Older Adult Mental Health Service (AOAMHS)
- Infant, Child & Adolescent Mental Health Service (ICYMHS)
- Speciality Services

All Mental Health Services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Employees may be redeployed within the MHD Programs.

Position responsibilities

Role Specific:

Clinical Care

- Demonstrates a clear understanding of recovery orientated principles and actively implement them within clinical practice.
- Apply advanced assessment skills and critical thinking to develop comprehensive, evidenced based treatment plans.
- Proactively refer consumers to primary care services and other specialties as required.
- Take an active role in discharge planning by maintaining family, carers, and support network's involvement where appropriate, ensuring safe and coordinated transitions.
- Lead and facilitate admission and discharge process with medical staff and multidisciplinary team, promoting flow and access.
- Focus will include:
  - Frequent service users requiring targeted interventions.
  - Consumers readmitted within 28 days, addressing underlying causes and improving community linkage.
  - Individuals with extended inpatient stays due to engagement challenges, or inadequate community service connections, working to remove barriers and expedite discharge.

Clinical Accountability

- Works within and be supported by existing clinical care protocols regarding Intake, Assessment, Treatment Planning and discharge of consumers.
- Participates in clinical review meetings with multidisciplinary teams across the Adult Mental Health Division.
- Demonstrates collaborative communication within the multidisciplinary team, consumers, carers/family and significant others to ensure clarity and shared understanding of discharge planning.
- Takes responsibility for facilitating admission and discharge processes, ensuring timely transitions that promote consumer flow and access.

- Ensure comprehensive articulation to the wider organisation regarding consumer flow and access, ensuring the promotion of solutions to bed access.
- Complete the required discharge planning and processes accurately and promptly, ensuring compliance with organisational standards and continuity of care.
- Refers consumers to community NEAMHS and other community agencies and specialties as required with recommendation for future management.
- Works strongly from a systemic perspective and maintains a focus on ensuring the consumer is assisted to link in with relevant community agencies for example, housing, financial, government bodies, culturally relevant agencies etc.

Interpersonal Communication, Influence and Leadership

- Communicates information and expectations in a way that builds effective and collaborative working relationships.
- Demonstrates leaderships in situations requiring decisive actions, maintaining professionalism, escalating appropriately whilst serving as a role model for nursing staff.
- Communicates clearly and concisely with impact.
- Effectively deals with challenging systemic issues and the resolution of conflicts.
- Ensures information is available to all staff by utilising a wide range and appropriate modes of communication.
- Creates a climate where self-development and improvement are valued.
- Support the upskilling of others in the transition role to ensure a continuity of role practice.

Critical Thinking and Decision Making

- Apply critical thinking to analyse situations and make timely, informed decisions that meet consumer, staff and organisational needs.
- Gathers sufficient information and uses analysis tools to identify root causes of systemic issues and constraints.
- Addresses critical factors when making complex decisions, ensuring safe and efficient outcomes.

Generic

- Actively participate in the ongoing identification, assessment, treatment, and prevention of risks.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.
- Involved in clinical data collection as necessary.
- Demonstrate a commitment to quality management.
- Evaluate service delivery in accordance with exiting DHS KPIs: readmission, length of stay, bed occupancy, NEAT Targets.
- Other duties as required.

Self-Management
- Demonstrates a positive attitude to the agreed role and responsibility of position.
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Adapts working style as appropriate to achieve effective outcomes.
- Invites and assimilates feedback from others by active participation in own performance review process.

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- Reflects on practice in line with Austin Health values applies these when interacting with others.
- Recognises and understands own emotions and reactions to situations.
- Appropriately and effectively **articulates feelings and opinions.**
- Perceives and understands the emotions of others.
- Maintains resilience through stressful situations.
- Actively engages in ongoing self-development.
- Abides by Austin Health corporate policies and practices.

Selection criteria

Essential skills and experience:

- Registered Nurse with current AHPRA registration.
- Post-graduate qualification in psychiatric/mental health nursing.
- Five years post graduate mental health nursing experience.

Desirable but not essential:

- Experience in report writing.
- Case management experience.
- Previous experience as an inpatient ANUM or NUM OR senior community nurse position.

Professional qualifications and registration requirements

- Registered Nurse, Nursing & Midwifery Board of Australia
- Relevant Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.

- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.

- Promote and participate in the evaluation and continuous improvement processes.

- Comply with the principles of person-centered care.

- Comply with the requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*

- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).

- Comply with all Austin Health mandatory training and continuing professional development requirements.

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- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.

- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.